

**CLAIMS**

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of claims:

1 - 17. (cancelled)

18. (Currently Amended) A ~~communication~~ management system in which includes a user apparatus and management service providing apparatus which is ~~are~~ capable of communicating with ~~each other~~ a user communication apparatus via a network:

said user communication apparatus comprising,

image forming apparatus information input means for inputting information for identifying an image forming apparatus having a problem;

problem details input means for inputting details of the problem which occurred in said image forming apparatus;

display means for displaying said problem details and a list of concerning problem degrees;

selection means for selecting a problem degree from said list; and

transmitting means for transmitting said selected problem degree to the service providing apparatus:

said management service providing apparatus comprising:

receiving means for receiving the problem degree from said user communication apparatus; and

analyzing means for analyzing said received problem degree.

19. (Currently Amended) A ~~communication~~ apparatus, which is capable of communicating with an external apparatus comprising:

image forming apparatus information input means for inputting information for identifying an image forming apparatus having a problem;

problem details input means for inputting details of the problem which occurred in said image forming apparatus;

display means for displaying said problem details and a list of concerning problem degrees;

selection means for selecting a problem degree from said list; and

transmitting means for transmitting said selected problem degree to an the external apparatus.

20. (Currently Amended) A ~~communication~~ apparatus according to claim 19, further comprising receiving means for receiving designation information concerning the problem degree transmitted from said transmitting means from said external apparatus.

21. (Currently Amended) A ~~communication~~ apparatus according to claim 19, accommodating an image forming apparatus.

22. (Currently Amended) A method of controlling a ~~communication~~ apparatus which is capable of communicating with an external apparatus, comprising:

an image forming apparatus information input step of inputting information for identifying an image forming apparatus having a problem;

a problem details input step of inputting details of the problem which occurred in said image forming apparatus;

a display step of displaying said problem details and a list of concerning problem degrees;

a selection step of selecting a problem degree from said list; and

a transmitting step of transmitting said selected problem degree to ~~an~~ the external apparatus.

23. (Currently Amended) A computer-readable program comprising program codes for controlling a ~~communication~~ apparatus which is capable of communicating with an external apparatus, comprising:

an image forming apparatus information input step of inputting information for identifying an image forming apparatus having a problem;

a problem details input step of inputting details of the problem which occurred in said image forming apparatus;

a display step of displaying said problem details and a list of concerning problem degrees;

a selection step of selecting a problem degree from said list; and

a transmitting step of transmitting said selected problem degree to ~~an~~ the external apparatus.